





Overview of Delaware HCC Behavioral Health Integration Pilot Program

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We are a leading independent, national healthcare research and consulting firm providing technical and analytical services.

HMA will support pilots implementing:

- + Referral management
- + Co-location model
- + Collaborative Care Model, an evidence based model for supporting patients with behavioral health needs in primary care
- Integration of primary care into behavioral health settings

HMA has assembled a team of content experts and practice coaches to support practices in integrating behavioral health and primary care.



HEALTH
MANAGEMENT
ASSOCIATES

HMA CORE TEAM



Nancy J Kamp, RN, CPHQ Project Lead



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DELAWARE'S APPROACH TO THE BH NEEDS

Develop and implement a strategy to promote integration of primary care and behavioral health...

- → Offering several options of pilots along the continuum of behavioral health integration:
 - Building referral relationship and connectivity between primary care and behavioral health practices
 - Co-location model development
 - Full integration through the collaborative care model
 - Integration of primary care into behavioral health
 - Assistance with HIT tools to aid in integration and connectivity
- ★ We want to work with the Delaware clinics wherever they are starting from and adapt and enhance what's already working

LOCAL BARRIERS IDENTIFIED – DCHI BHI SUMMARY PLAN

Align Reimbursement Environment

- Policies differ by payer increasing potential for provider confusion
- Practice billing may be managed by 3rd party and/or offsite, meaning limited PCP and BH provider (BHP) awareness of coding practices and implications for billing
- Higher volumes of referrals requires to compensate for higher rate of 1st time noshows to BHP

Identify Partners

- Potential lack of interest or energy to expand primary care practices to work with BH providers
- Word of mouth/existing contacts are only current sources for PCPs and BH providers interested in integration
- Multiple PCPs may be needed to sustain BH pilot in southern Delaware



Develop Operational Processes

- Integration of BH provider into existing clinical practice requires addressing multiple areas (e.g. workflows, office space, billing systems, medical record)
- Solutions exist for many of these areas; however number of areas and need for attention to detail may challenge success



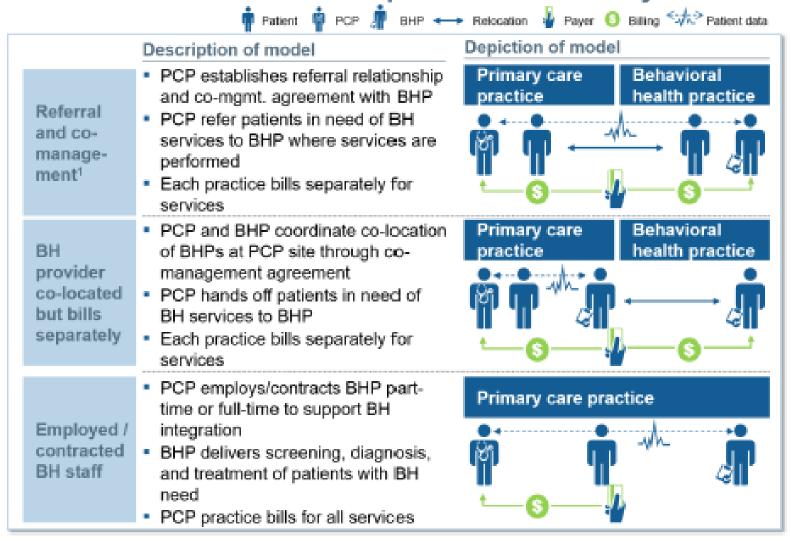
Formalize Partnership

- Limited awareness of partnership models and steps needed to formalize a primary care BH practice partnership (e.g. PCP contracts for block of BH provider time or PCP pays per patient)
- PCPs and BH providers could be across very different cultures



DCHI – Models to Test BHI

Overview of models to test operational feasibility of BHI



WHETHER PCP OR BH.....IT MEETS THE TRIPLE AIM PLUS ONE

- Proven model to get better patient clinical outcomes not only in BH conditions but co-morbid medical conditions; working in tandem with population health management
- Patient care experience increases with more personal "touches" and activation into team and selfmanagement
- More efficiencies gained by working collaboratively to best meet the level of patient needs
- Health care cost savings over time \$1/person in collaborative care to \$6.50 savings long term
- Team satisfaction with a more integrated team approach
- Create alignment with other work going on within PCMH, other BHI initiatives to enhance the outcomes
- Build/bridge integration relationships and new opportunities with BH within any of the 4 pilot levels
- Hands on guidance and tools from national experts on evidence-based BHI and SUD models of best practice
- Beneficial for ongoing work towards PCMH recognition
- Beneficial for MACRA/MIPS quality measures
- Potential for new revenue streams and preparing for value based contracting



WHAT DO YOU GET AS PART OF THESE PILOTS? TECHNICAL ASSISTANCE

OFFERINGS: FORMAT

Six month offering to enable more practices to participate over time.

Goal: Help practices implement or enhance behavioral health integration capabilities and improve patient outcomes.



INDIVIDUAL PRACTICE ASSESSMENT

Individual practice assessments to identify areas of focus



GROUP LEARNING OPPORTUNITIES

Two in person Learning Collaboratives and one Regional Knowledge Sharing Opportunities



WEBINARS

Webinars, hosted by various subject matter experts



WEB-BASED VIRTUAL LEARNING COMMUNITY

A website forum, housing materials and tools to share and use, and discussion platform



INDIVIDUAL PRACTICE COACHING

Practice coach working with each participating practice to aid them in their level of integration implementation or enhancement



INDIVIDUAL PRACTICE ASSESSMENTS

HMA has developed an assessment tool for interested practices to identify gaps and readiness for the varying levels and options for behavioral health integration.

- ♣ Once a practice has committed to some level of participation in the state collaboratives and technical assistance program:
 - BHI practice coaches will conduct a site visit and readiness assessment for each of Delaware's participating practices
 - Based on these assessments, the practice coach and practice team will collaboratively discuss the level of integration the practice desires and is ready for and plug them into the appropriate track for the BHI pilots

■ TECHNICAL ASSISTANCE OFFERINGS: CONTENT

Tailored technical assistance program designed to address identified barriers to integration and lessons learned at the practice level:

Effective communication and leadership for integration

Development of efficient effective workflows demonstrating team integration

Clarity on roles and responsibilities in fully integrated practices

Use of tool kits with validated tools and approaches for BHI - adult, adolescent and peds

Problem-solving in behavioral health resource constrained environment

Using data to drive integration efforts

Integration of primary care into behavioral health practices – tools, training and lessons for implementation

Learn about financing integration in changing payment environment

Focus on, substance abuse screening, response, and treatment

GROUP LEARNING OPPORTUNITIES

Learning Collaboratives

- + All day adult learning offerings
- 1. Introduction to the Collaborative Care Model
 - Nationally recognized, evidence-based model for supporting patients' behavioral health needs in the primary care setting
- 2. Leadership: Change Management and High Performing Teams
- 3. Team time with coaches to work on implementation strategies

Knowledge Sharing Opportunities

- + Two to three hour sessions focused on best practice sharing
- 1. Sharing success stories and challenges
- 2. What Works and Why
- 3. How to overcome barriers



WEBINARS

- + Periodic one hour webinars on a variety of enhanced topics relevant to Delaware's unique environment.
- + Content by national experts in subject matter
- + Each webinar will be recorded and available on the virtual learning community

Webinar
Bringing primary care
into behavioral health
organizations

<u>Webinar</u> Clinical Decision Support for BH in the Primary Care Setting

<u>Webinar</u> Using Data to Drive Integration Webinar (Pediatrics)
BH Screening Tools and
Risk Assessments:
Developmental
Screening, Substance
Abuse and Post-Partum
Depression

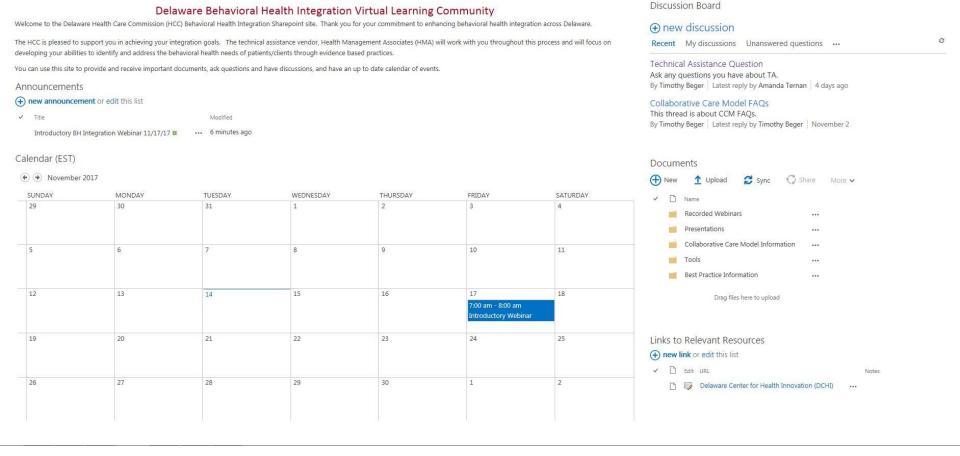
Webinar (Adult)
BH Screening Tools and
Risk Assessments –
Beyond the PHQ-9:
Substance Abuse,
Anxiety and Depression

Webinar
Financing BH Integration
in a Changing Landscape:
G-Codes and ACOs and
value-based payment

<u>Webinar</u> Medication Assisted Treatment <u>Webinar</u>
Integrated Care Planning
for Care Managers



■ WEB-BASED VIRTUAL LEARNING COMMUNITY



INDIVIDUAL PRACTICE LEVEL COACHING

+ Each practice will be assigned a practice coach with knowledge and experience working with practices through behavioral health integration along the continuum of integration and where your organization is at and is ready to focus

+ Practice Coach:

- Coach and practice will meet to conduct a site readiness assessment and discuss options and approaches
- Co-develop an individualized work plan and use of a tool kit to help with implementation or enhancement to an existing model
- Coach will make periodic on-site visits to each practice as needed/desired
- Frequent telephone contact as needed/desired
- + HMA Subject Matter Experts are available to practices for content issues as practices request and as part of the individual TA plan



Health Information Technology Approach

+ Work with DHIN, Behavioral Health Practices and Primary Care Practices develop the infrastructure to support integrated care:

+ Behavioral Health:

- Address barriers to health IT adoption and use
- Facilitate exchange of information consistent with privacy obligations
- Develop templates and materials to support information exchange across care silos

+ Primary Care Providers:

- Adapt existing health IT tools to support integrated care;
- Enable, train, and support exchange of information with needed care partners
- Develop templates and materials to support information exchange across care silos



EVALUATION



Evaluation Of TA Program At Helping Practices Implement BHI Components



Measurement Of
Participating Practices
Satisfaction



Measurement Overtime Of
Quality And Outcome
Measures – Is This Making A
Difference

■ ROLE OF PRACTICE SITES



Enter into a
Memorandum of
Understanding (MOU)
with HMA (on behalf
of DHCC) and indicate
your interest and
commitment to the
process and level of
integration



Identify leaders/team
who will attend the
TA offerings and
engage with the
practice coach to lead
these efforts in your
practice



Attend the TA offerings and webinars



Assist with the evaluation by responding to survey requests and data submission

NEXT STEPS



APPLICATION FOR PARTICIPATION

Submit application and/or pose questions or request a 1:1 discussion with an HMA team member between now and January 5, 2018.

An HMA team member will contact you



MEMORANDUM OF UNDERSTANDING

Contact HMA about signing an MOU.



TECHNICAL ASSISTANCE COMMENCES

- Site visits in Dec/January
- Learning Collaborative will be held in February
- Webinars and practice coaching ongoing through May



DISCUSSION ON NEXT STEPS

- + How do we learn and build on what is already happening in the state?
 - Transformation work
 - Integration work
 - Other
- + Who's interested in this across the state?
- + Who are the leaders in this across the state
- + Who could we partner with in the state on training, coaching, recruiting, or how else could we partner?
- + How can we collaborative with you to make this a success!

CONTACT US



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HEALTH MANAGEMENT ASSOCIATES